

Oral Communication

Competency Definition	Position Associated
<p>Makes clear and convincing oral presentations to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters atmosphere of open communication.</p> <p>Click Here to view duties, responsibilities and additional developmental activities related to this competency.</p>	<ul style="list-style-type: none"> • AFSD for Screening • DFSD • FSD • LTSO • Scheduling Operations Officer • Security Manager • STSO • Training Coordinator/Specialist • TSO
OLC Component Titles	
<p>The Mechanics of Effective Communication COURSE TSA-COMM-MECHEFFCOMM-0001 Revision: 4/5/2007 10:07 AM EST</p> <p>Description: Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the -silent- language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings. Duration=5.0</p>	
<p>Presenting to Succeed COURSE TSA-COMM-PRESENTSUCCEED-0001 Revision: 4/5/2007 11:25 AM EST</p> <p>Description: There are a number of basic types of presentations, but all presentations have four things in common: a presenter, an audience, a venue, and a message. This course concentrates on showing how each of these vital elements has to be taken into account when preparing a presentation. Presenting is a skill that needs to be learned and practiced, starting with how you prepare, and you will be shown a simple but powerful method for selecting the right content, and then structuring it. Controlling nerves is an important part of preparing, and this course helps you to remove anxieties in the presentation environment by making sure that the venue is set up correctly, and ensuring that you rehearse appropriately. Duration=4.5</p>	

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Presentation Resources Available to You

COURSE TSA-COMM-PRESENTRESRCS-0001

Revision: 4/5/2007 11:32 AM EST

Description: This course is about making effective use of resources that can take the pressure off you-- visual aids, questions, and making a team presentation. Visual aids are overused, and presenters are overdependent on them. You need to know what visuals are available to you, and be able to determine which one suits a particular need. You need to know what makes a successful visual. Finally, you need to be able to use PowerPoint and other software packages appropriately, with a clear idea of what they can do. Some presenters are afraid of questions from the audience because they seem to represent a loss of control. This course shows you that questions are positive opportunities to be grasped eagerly: they are a way of deepening your communication with the audience. But there are techniques to handling questions successfully, and they need to be learned and practiced. Sometimes, a speaker needs to appear in front of a client or colleagues and present, but as part of team. Each member of the team speaks, but the team members are collectively responsible for communicating the message. This course tells you when team presentations are appropriate. It shows you how to look and sound like a team, how to prepare and practice together, and how to apply techniques that reinforce, rather than undermine, your collective relationship. **Duration=5.0**

Leading Effective Business Meetings

COURSE TSA-COMM-LEADEFFBUSMTG-0001

Revision: 4/5/2007 11:37 AM EST

Description: Since there are more than 11 million meetings held every day in the United States, there is a good chance that your life is full of meetings. There is a general agreement among business professionals that most meetings are not well run. They often waste your time, drain your energy, seem to have no purpose, and bear few positive results. Are you tired of attending meetings like this? Are you tired of your meetings ending up like this? This course will teach you how to make your meetings more successful by providing the tools and information that are necessary to lead an effective meeting.

Duration=2.5

Participating Effectively in Business Meetings

COURSE TSA-COMM-PARTEFFBUSMTG-0001

Revision: 4/5/2007 11:44 AM EST

Description: A meeting is a gathering of people to present or exchange information, plan joint activities, make decisions, or carry out actions already agreed upon. Almost every group activity or project requires a meeting, or meetings, of some sort. Knowing how to hold efficient and effective meetings can help make projects successful. In a good meeting, participants' ideas are heard, decisions are made through group discussion and with reasonable speed, and activities are focused on desired results. Good meetings help generate enthusiasm for a project, build skills for future projects, and provide participants with techniques that may benefit them in their future careers. As a chairperson, a secretary, or a group member, it is crucial to your meeting's success to know what your role is during a meeting. By knowing your duties, you can effectively assume one of these roles and help to attain success during your meetings. **Duration=5.0**

An Essential Guide to Giving Feedback

COURSE TSA-COMM-ESSGDEFEEFBAC-0001

Revision: 4/5/2007 11:49 AM EST

Description: The performance of any business depends upon the performance of everyone within the organization. To ensure that all staff are meeting their potential it is essential that there is a culture which enables feedback to be given and received. This course enables you to become familiar with the key aspects of giving candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process. Giving feedback is not always straightforward however, and so the final part of this course looks at barriers to giving feedback and strategies for dealing with situations where your feedback is challenged. **Duration=2.5**

Giving Feedback: A Manager's Guide

COURSE TSA-COMM-FEEDBACKMGR-0001

Revision: 4/5/2007 12:18 PM EST

Description: The performance of your business depends upon the performance of every member of your staff. Thus a key skill for all who manage staff is the ability to provide candid, constructive feedback about performance. The purpose of this course is to enable you to enhance your skills in giving feedback. The course starts by exploring the nature of feedback, and it then develops a practical approach to the feedback process, detailing five logical steps. However, in some situations it is not always sensible to use a standard approach and so the course concludes by considering how to cope with challenging situations, such as giving feedback to the staff member who is angry or upset. **Duration=4.0**

Communicating as a Leader

COURSE TSA-LEAD-COMMLEADER-0001

Revision: 4/12/2007 10:05 AM EST

Description: You've asked an employee TWICE to complete a project as soon as possible and still the work isn't completed. You've delegated a task to another employee only to have it done incorrectly. You've sent an e-mail asking for extra help on a project to which you've had several negative responses. What's going on? While these situations could be the result of many different influences, you can eliminate one of the variables by ensuring that your communication style is positive, clear, concise, and to the point. Learn how to coordinate your verbal and nonverbal message to get the best results and learn how to write in such a way that you get the highest impact with as few words as possible. **Duration=4.5**

Coaching Skills

COURSE TSA-MGMT-COACHSKILLS-0001

Revision: 3/9/2007 09:41 AM EST

Description: At its simplest, a coaching session is a conversation, a dialog between coach and coachee, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coachee needs to be aware of, alert to what both -sides- of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachee's situation; only by establishing the present position of the coachee are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. **Duration=5.5**

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Communication Skills to Fast-track Your Career

COURSE TSA-PD-COMMSKILLSCAREER-0001

Revision: 4/12/2007 10:12 AM EST

Description: When it comes to communication, are you a high-speed modem or two tin cans and a string? If you want to put your career on the fast track, you'll have to communicate with the best of them. In this course, you'll sharpen your listening skills and improve your written and oral communication skills as well. Finally, you'll put it all together to produce audience-pleasing presentations. Communicate effectively and you'll move right up the fast track. **Duration=2.5**

Effectively Communicating in Teams

COURSE TSA-TEAM-EFFCTCOMMTEAM-0001

Revision: 4/12/2007 10:21 AM EST

Description: Teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of communicating with team members. Without effective feedback, little will be accomplished. Effective team communication skills don't just happen. In this course, you'll learn ways to communicate productively and nonjudgmentally, to listen effectively and assert yourself, and to provide and receive constructive feedback. **Duration=3.0**